

**U. S. BANKRUPTCY COURT
NORTHERN DISTRICT OF NEW YORK**

As of July 1, 2004

SUPPORT & ESCALATION PROCEDURES

Type of User	Problem/Issue	Procedures
External Users (Attorney, Trustee, US trustee, Public, etc.)	CM/ECF Technical (ie. set-up, access, etc.)	<p>Contact Pacer Service Center. Web Address: http://pacer.psc.uscourts.gov Phone Number: 1-800-676-6856</p> <p>Level 1: PSC will assess the problem and resolve, or escalate it to the NDNY systems staff.</p> <p>Level 2: NDNY systems staff will resolve or escalate.</p> <p>Level 3: Contact appropriate national support as used in above situations.</p>
	CM/ECF Local Court Procedures and ECF Errors	<p>Contact the Albany Help Desk. Phone Number 518-257-1616</p> <p>Level 1: The help desk will enter the task into the trouble call database and escalate to the appropriate unit's supervisor.</p> <p>Level 2: The supervisor will assess the problem and resolve it through his/her chain of command. If the problem is determined to be a technical issue, the supervisor will advise the external user to contact the Pacer Service Center so that the appropriate course of action can be taken.</p>